

EVENTS CONTRACT COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the WestWorld Events Contracts Coordinator exists is to assist with various aspects related to event contract coordination at WestWorld. This position does not supervise. This position reports to the WestWorld Events Director.

ESSENTIAL FUNCTIONS

Works with staff and event promoters to facilitate event contract coordination at WestWorld including providing sales packets and site tours; maintains function calendar; completes necessary information regarding event needs in standard facility use contract; tracks return of agreements; receives payment for deposits; prepares invoices and refunds; obtains/verifies all necessary licenses, permits, credentials of outside caterers and food vendors; and updates marquee weekly.

Coordinates vendor inspections for upcoming events as necessary with the Maricopa County Health Department; works with City Tax and License as necessary regarding event vendors.

Acts as receptionist; greets the public and answers telephone inquiries; screens calls when necessary and routes them to proper employees; answers written and oral requests for routine information; responds to complains and requests for information related to assigned area(s) of responsibility; and schedules appointments, maintains calendars.

Operates a variety of standard office machines, phones and related equipment; types a variety of letters, memos, reports and other materials; creates and maintains various filing systems, including event related files.

Performs a variety of complex customer service work involving requests for information, complaint resolution, and general delivery and/or explanation of City services to both internal and external customers; provides support to the division by answering phones and greeting customers and providing other back up customer service support as needed.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Contract procedures for a large convention, fairgrounds or other public assembly facility.

Ability to:

Work a varied schedule including weekends and evenings;

Communicate in the English language by phone or two way radio, in person, one-on-one or in a group setting;

Effectively communicate by telephone and in person to provide information and customer service;

Operate a variety of standard office equipment including a PC or computer terminal, telephone, calculator, copy and fax machines and filing systems;

Explain and interpret City ordinances, policies and procedures;

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Education & Experience

Any combination of training and experience equivalent to two years of experience in coordinating a variety of events, activities, and contracts and a Bachelor's degree in Business Administration, Facility Management or related field.

FLSA Status: Exempt

HR Ordinance Status: Unclassified